

HOW TO APPLY

Submit a current and complete State of Florida Employment Application to the People First Service Center online at <https://peoplefirst.myflorida.com/logon.htm>.

**Court Program Specialist II
(Electronic Case Management)**

Annual Minimum: \$36,115.32

Position Number: 11749

Class Code: 7155

GENERAL DESCRIPTION

The essential function of the position within the organization is to assist judges, magistrates, and staff with the timely disposition of cases through electronic case management, case monitoring, and program implementation. The position is responsible for providing training, troubleshooting, corrective action, and other program support for electronic case management of all cases through the use of electronic case management systems. The position is responsible for performing research and analysis, preparing reports and other informational documents, providing project and training support, and serving as an information resource. This position is expected to become an expert at case management delivery through electronic means. This position works under the direct supervision of the Trial Court Technology Officer and provides services for twenty six Constitutional Officers and other staff.

Education and Training Guidelines:

Education:

Bachelor's degree in public or business administration, criminal justice, information technology, or a related field. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Experience:

- Three years of professional administrative analytical related experience.
- Master's degree may substitute for one year of required experience. Juris doctorate degree may substitute for two years of the required experience.
- Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Licenses, Certifications, and Registrations Required:

None.

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Examples of Work Performed:

Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.

Provides training and support to other members of the circuit on electronic case management software using Mentis aiSmartBench case management software.

Troubleshoots and takes corrective action to ensure users can access and correctly use features of a case management system.

Serves as staff support for court committees; provides assistance to the Trial Court Technology Officer and Trial Court Administrator in daily operations as directed.

Collects, tabulates and formats information and statistical data; analyzes and provides information/data for use by management in measuring effectiveness of court programs and operations, and in preparing reports and recommendations for improvements.

Prepares reports for court programs, assists in development of training initiatives and departmental publications, and maintains accuracy of various systems used for case management.

Interacts with court personnel to provide information and answer questions relating to areas of responsibility; contacts Clerks of Court offices to confirm accuracy of data.

Develops charts and templates and provides technical assistance to others and to special projects, either individually or as a team member.

Builds working relationships with professionals in other divisions of the 2nd Judicial Circuit, OSCA, judicial stakeholders, and policy makers.

Competencies:

Data Responsibility:

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and executes determinations or reports on events.

People Responsibility:

Persuades or influences others in favor of a service, course of action, or point of view.

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Provides assistance to coworkers to achieve task completion; may instruct or assign duties to coworkers.

Assets Responsibility:

Requires responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

Mathematical Requirements:

Uses practical application of fractions, percentages, ratios and proportions, measurements, or logarithms; may use algebraic solutions of equations and equalities, deductive geometry, and/or descriptive statistics.

Communications Requirements:

Reads professional publications; composes complex reports and manuals; speaks formally to groups outside the organization.

Complexity of Work:

Performs coordinating work involving guidelines and rules with constant problem solving; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

Impact of Decisions:

The impact of errors is extremely serious – affects work unit and affects other units or citizens.

Equipment Usage:

Handles machines, tools, equipment, or work aids involving moderate latitude for judgment regarding attainment of standard or in selecting appropriate items, such as computers, peripherals, or software programs such as word processing, spreadsheets or custom applications.

Safety of Others:

Requires responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

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Special Comments:

- Ability to communicate effective in writing and orally
- Ability to manage multiple projects, priorities, and activities
- Ability to plan, edit, and proofread reports, articles, and other written materials
- Ability to develop and maintain effective working relationships with members of the judiciary, state court personnel and the public
- Must be knowledgeable of court operations and administration
- Must be proficient in the use of Word and Excel
- Experience in the legal system will benefit the successful applicant
- A criminal background check will be conducted on all finalists
- Knowledge of SAP Crystal Reports preferred

We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

If you need an accommodation to participate in the application/selection process, please call the contact person at the number indicated for each respective position. Persons using a TDD may call the contact person through the Florida Relay Service 1-800-955-8771.